

## **KENTUCKY WIC TEST**

Place an "X" in the appropriate box.

1. It is okay to exchange formula or give a refund to WIC customers if:  
☐ A. They have a receipt  
☐ B. They do not have a receipt  
☐ C. The doctor changed the formula  
☐ D. The baby gets sick  
☐ E. None of the above
2. The "Pay Exactly" amount:  
☐ A. Should be entered prior to obtaining the participant's signature.  
☐ B. Should be only for the authorized and approved food received by a participant.  
☐ C. Can be corrected if a mistake is made  
☐ D. All of the above  
☐ E. None of the above
3. A WIC participant can, when Carnation Good Start or Carnation Follow-Up is written on the food instrument, substitute another formula if:  
☐ A. The baby gets sick.  
☐ B. The mother was raised on low iron formula.  
☐ C. The WIC customer says the doctor prescribed it.  
☐ D. None of the above
4. ☐ True or ☐ False: A WIC participant has to buy all the food listed on the food instrument.
5. ☐ True or ☐ False: If the customer has several food instruments, they can all be signed at the beginning to save time.
6. ☐ True or ☐ False: We should accept "cents off" coupons and deduct their value before entering the purchase price on the food instrument.
7. ☐ True or ☐ False: Altered food instruments cannot be redeemed.
8. ☐ True or ☐ False: Food instruments presented before the "First Day to Use" cannot be redeemed.
9. ☐ True or ☐ False: Food instruments presented after the "last Day to Use" date can be redeemed if less than two days out of date.

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10. ☐ True or ☐ False: A person can receive more food than is allowed on the food instrument.
11. ☐ True or ☐ False: It is okay to accept a food instrument when the "sign below at the grocery store" signature has been completed before it is presented to you.
12. ☐ True or ☐ False: Each WIC food instrument must be handled separately.
13. ☐ True or ☐ False: It is the cashier's responsibility to allow only WIC approved items.
14. ☐ True or ☐ False: I should talk to my manager if I have any problems with handling a WIC transaction.
15. ☐ True or ☐ False: The store may not seek payment from WIC participants for any rejected food instruments.
16. ☐ True or ☐ False: If the store is low on an item and all the food on the food instrument is not purchased, a rain check may be issued.
17. ☐ True or ☐ False: I am courteous to all customers.
18. ☐ True or ☐ False: It is okay to allow foods not on our WIC list if the WIC customer says that other stores allow them.
19. ☐ True or ☐ False: Each check-out lane at our store has a current WIC Approved Food List.
20. ☐ True or ☐ False: I have read the Approved Food List and understood the "No" or not allowed information.
21. ☐ True or ☐ False: We can substitute quantities of food for those listed on the food instrument.
22. ☐ True or ☐ False: I am confident in my ability to tactfully handle a WIC customer with any of the following problems: Out-of-date food instruments; Altered food instruments; The wrong foods; A request for a refund or exchange.

**(Optional)**

23. ☐ True or ☐ False: I know the symbol on our receipts that indicate a WIC approved food.